

Line 510 – Compliance with Service Quality Standards and Consumer Protection

Central Louisiana Cellular, LLC (“CLC”) hereby certifies that it complies with applicable service quality standards and consumer protection rules, as required. CLC complies by following internal policies and practices designed to provide the benefits of the CTIA–The Wireless Association[®] (“CTIA”) Consumer Code for Wireless Service (“CTIA Code” or “Code”) as currently in effect.¹ Namely, CLC’s policies and practices for its voice and broadband services are designed to provide the following:

- (1) Disclosure of rates and terms of its voice and broadband services to customers.
- (2) Making available maps showing where voice and broadband services are generally available.
- (3) Providing contract terms to customers and confirmation of changes in voice or broadband service.
- (4) A trial period for new voice or broadband service.
- (5) Specific disclosures in advertising.
- (6) Separate identification of carrier charges from taxes on billing statements.
- (7) The right to terminate voice or broadband service for changes to contract terms.
- (8) Ready access to customer service.
- (9) Prompt response to consumer inquiries and complaints received from government agencies.

¹ The CTIA Code is available on the CTIA website at http://www.ctia.org/consumer_info/service/index.cfm/AID/10352. Central Louisiana Cellular, LLC is not a member of CTIA, and therefore is not listed by CTIA as having implemented the CTIA Code. Nevertheless, the CTIA Code reflects CLC’s commitment to customer service.

- (10) Compliance with policies for protection of consumer privacy.
- (11) Provision of consumers with free notifications for voice, data and messaging usage, and international roaming.

Central Louisiana Cellular, LLC has reviewed internal and external documentation to ensure that its policies and practices meet or exceed the Commission's requirements in connection with applicable service quality standards and consumer protection rules.